



Information for Residents (STAIRs)

Support and Advice

You do not have to wait until a problem becomes urgent to ask for help. We can talk with you about difficulties affecting your housing, such as difficulties paying your rent and/or service charges, benefits, the condition of your home or problems with other residents. Where another organisation provides your support, we will work with them, with appropriate information sharing, to help you access the right assistance.

Tell us if you need information in a different format or would like someone to support you when you contact us.

Organisation	What they can help with	Contact Details
Citizens Advice	Benefits, debt, budgeting, consumer issues, employment and housing advice	Website: www.citizensadvice.org.uk • Adviceline: 0800 144 8848
Shelter	Housing rights, homelessness, eviction, repairs and tenancy advice	Website: www.shelter.org.uk • Helpline: 0808 800 4444
MoneyHelper	Free debt advice, budgeting, saving money and managing finances	Website: www.moneyhelper.org.uk • Helpline: 0800 138 7777
Turn2us	Benefits checks, grants and financial support	Website: www.turn2us.org.uk
entitledto	Check benefit entitlement and income maximisation	Website: www.entitledto.co.uk
National Domestic Abuse Helpline	Support for anyone experiencing domestic abuse	Website: www.nationaldahelpline.org.uk • Helpline: 0808 2000 247
Samaritans	Emotional support if you are struggling to cope	Website: www.samaritans.org • Helpline: 116 123
Mind	Mental health information and support	Website: www.mind.org.uk • Infoline: 0300 123 3393
Cruse Bereavement Support	Support following bereavement and loss	Website: www.cruse.org.uk • Helpline: 0808 808 1677
NHS 111	Urgent medical advice when it is not an emergency	Website: www.111.nhs.uk • Call 111
Victim Support	Support if you have been affected by crime	Website: www.victimsupport.org.uk • Helpline: 08 08 16 89 111
Food Bank Support	Help finding local food banks and emergency food support	Contact your Housing Officer or visit www.trussell.org.uk



Good information only works if you can access and understand it.

Reasonable adjustments and accessible information

Tell us if there is a better way for us to communicate with you. Depending on your needs, this may include large print, Easy Read, a translated document, an interpreter, extra time, a nominated representative, communication by email rather than phone, or another reasonable adjustment.

Equality and respect

Pivotal aims to provide services fairly and without unlawful discrimination. We expect the same basic standard of respect between customers, staff, contractors, support providers and visitors. Harassment, hate incidents, threats and discriminatory abuse should be reported.

Advocacy and representatives

You can ask a trusted person, advocate, appointee, attorney or other representative to support you with housing matters where appropriate. We may need your consent or evidence of their authority before sharing personal information or allowing them to make certain decisions for you.

Have your say

Customer feedback should shape services. Pivotal may ask for views through surveys, customer engagement, meetings or consultations. Taking part is usually optional, but it is a useful way to influence how housing services work.

POLICIES ARE LIVE DOCUMENTS

The handbook gives the practical summary. For the latest full policies - including repairs, complaints, privacy, domestic abuse and safeguarding - use the Customer section of the Pivotal website.